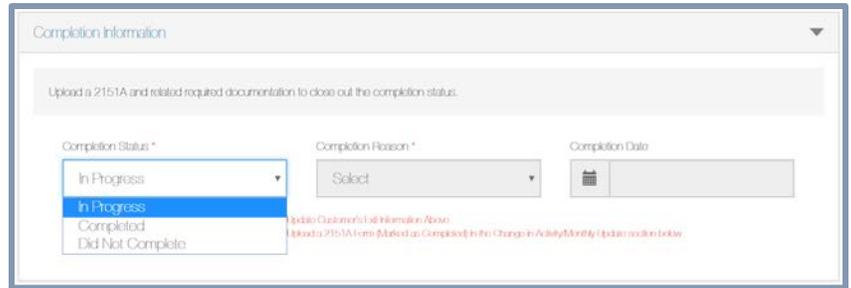


How to Update EPIC Customer Completion Status

1. Go to the customer's EPIC Progress Page.
2. Select the **Completion Information** drop down.
3. Select a **Completion Status**.
 - In Progress
 - Completed
 - Did Not Complete
4. If the customer's Completion Status is Completed or Did Not Complete, select the **Completion Reason**:

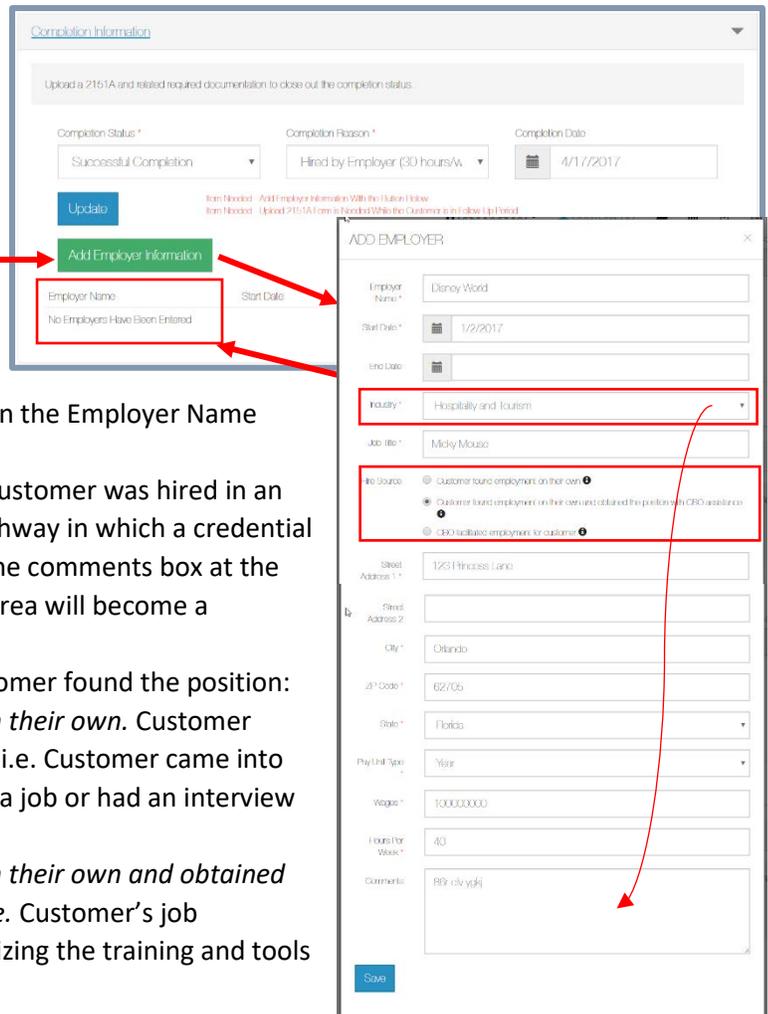


a. Successful Completion

- If the **Completion Reason** is **Enlisted in Military** or **Enrolled in Training**:
 1. Enter the date they enlisted/enrolled in advanced training in the **Completion Date** and click **Update**.
 2. Use the **Upload Completion Documentation** button to upload the required documentation (see table below for examples).
 3. Upload the 2151A form (in the monthly progress section) indicating the customer has completed the program.

- If the **Completion Reason** is **Hired by an Employer**:

1. Enter the date they began the job in the **Completion Date** and Click **Update**.
2. Enter in the Employer information in the correct fields using the **Add Employer Information** button, if you selected either of the "Employed" options. If the information has been added, the business name will appear in the Employer Name column below.



- a. Industry selection indicates if the customer was hired in an industry related to the training pathway in which a credential was earned. If it does not match, the comments box at the bottom of the employment input area will become a mandatory field.
- b. Hire source indicates how the customer found the position:
 - i. *Customer found employment on their own.* Customer found and gained employment, i.e. Customer came into the CBO and either already had a job or had an interview before working with the CBO.
 - ii. *Customer found employment on their own and obtained the position with CBO assistance.* Customer's job placement was self-secured utilizing the training and tools

provided by the CBO. i.e. resume assistance, clothes closet, interviewing skills, etc.

- iii. *CBO facilitated employment for customer.* Customer received a job through direct placement by the CBO through employer relationships or a job developer finding positions for which the customers interviewed and were placed.
- 3. Obtain an employment verification form signed by the customer upon enrollment in program. The ways to obtain verification include:
 - a. Use an internal verification form.
 - b. Use DHS form 3085 available on the EPIC Restricted Resources page.
 - c. Customer submits pay stubs.
 - d. Use www.theworknumber.com.

If employment verification cannot be obtained from the customer, CBOs will need to add a case note to the customer progress page documenting their outreach attempts to the customer in obtaining this information and asking for DHS assistance in obtaining employment verification. The case note should be sent as an Illinois workNet message and email to the DHS primary contacts.

- 4. 90-day follow-up is required. During this time, a 2151A monthly progress report is required. Upload the form in the monthly progress section.

The screenshot shows a 2151A form with several sections highlighted in red boxes:

- Activity Section:** 'Job Retention' is checked, with '541' days, '10-17-17' start date, and '15 days' duration.
- Client Status Section:** 'Acceptable progress' is checked under 'Check the client's progress on the activity:'.
- Client Information Section:** 'Client went to work' is checked, and the employer name 'Disneyworld' is entered.
- Supportive Services Section:** 'No change/continue SP' is checked under 'Recommended course of action for the client:'.

- A. Mark **Job Retention** and how many days of employment. On all subsequent uploads. This is the only field that retains the date of the initial activity (hire date). *This form and marking the customer "Completed" in the completion information section moves the customer to the "In Follow-up" section of the Enrolled dashboard.*
- B. Mark **Acceptable Progress** in Activity for any report that does not include the 90-day mark. i.e. 37 days or 60 days
- C. Mark **No Change/Continue SP** in Action for any report that does not include the 90-day mark. i.e. 45 days or 72 days
- D. Include (at minimum) the name of the employer in **Client Went to Work** Section. Preferably, include all employer information on all status updates after employment is attained.
- 5. At the 90-day follow-up status update, upload the 2151A form (in the monthly progress section) indicating the customer has completed the program by marking Job Retention with 90 days.
 - A. Mark **Completed** in Activity.
 - B. Mark **Program Completed** in Action.
 - C. Include all the Employer information in the **Client Went to Work** section which will move the client out of the white "In Follow-Up Period" (holding) section on the dashboard into the green line **Hired by Employer**.

b. Unsuccessful Completion

- If the **Completion Reason** is **Incarcerated, Not SNAP Eligible, Moved Out of State or Region, Dropped Out of the Program, or Withdrew From Study**.
 1. Enter the date closest to the date known in the **Completion Date** and Click **Update**.
 2. Upload the 2151A form (in the monthly progress section) indicating the customer has completed the program.
- 5. Select the **Completion Date** and click **Update**.
- 6. After you click Update, red text will appear in the Completion Information box to let you know what documentation is required for the customer.

Completion **Status Types and Required Documentation**

An EPIC customer should be exited from the EPIC Program when:

Scenario	Type of Exit	2151A Requirements	Examples of required Documentation
Hired by Employer	Successful Completion	90-day follow-up is required. During this time, a 2151A monthly progress report is required.	Fill out Employer Information.
Enrolled in Training	Successful Completion	Upload the 2151A form indicating the customer has completed the program.	Proof of Enrollment – Class Schedule or acceptance letter.
Enlisted in Military	Successful Completion	Upload the 2151A form indicating the customer has completed the program.	Proof of Enlistment – Military ID Card
Not SNAP Eligible	Unsuccessful Completion	Upload the 2151A form indicating the customer has completed the program.	N/A
Incarcerated	Unsuccessful Completion	Upload the 2151A form indicating the customer has completed the program.	N/A
Moved Out of State or Region	Unsuccessful Completion	Upload the 2151A form indicating the customer has completed the program.	N/A
Dropped Out of Program	Unsuccessful Completion	Upload the 2151A form indicating the customer has completed the program.	N/A
Withdrew from Study	Unsuccessful Completion	Upload the 2151A form indicating the customer has completed the program.	N/A

FAQ related to Exiting a customer

Q: If a customer is not SNAP eligible, do I need to mark them as complete from the program right away?

A: It depends on the situation. If a customer is not currently SNAP Eligible and training money was obligated prior to ineligibility, the customer can continue in the training program. The CBO will then get credit for that completion.

However, NO additional funds can be spent on the customer while ineligible. It is up to the CBO to determine if the customer should remain enrolled or be exited from the program.

- If it seems like the customer will be ineligible for a limited amount of time, you may want to keep them enrolled. As soon as they are SNAP eligible again, they can continue with training and services.
- If it seems like the customer may be sanctioned for an extended period of time, you may want to mark them as complete, and then exit him or her from the EPIC program. If there are still openings in the program, the customer can be enrolled back into a program.

Q: If a customer gets a job halfway through the training program, would it still be considered a successful completion?

A: If a client is placed in a job during the training program, it would be considered a positive placement for employment. The intent would be to try and work with them to complete the training and obtain certifications/credentials and to move up in a career pathway. We will have to determine on a case by case basis if the “completion of training” benchmark is considered a successful outcome. You can contact epic@illinoisworknet.com with cases like this.